



Utah Smart Site Business Profile Healthaxis Imaging Services

Contact:

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NAICS Code(s):

518210 Data Processing, Hosting, and Related Services
541519 Other Computer Related Services

Company Established:

March 1993

Gross Revenues:

2002 \$2,500,000 to \$ 5,000,000
2003 (est) \$5,000,000 to \$10,000,000

Employees:

100 to 250

Operating Systems:

UNIX
Windows NT

Competencies and Experience:

(includes up to 3 clients over past 3 years)

Competency	Experience
Data entry, data conversion and imaging	Trustmark Insurance Company BCBS Delaware American Administrative Group

Company Overview:

Healthaxis Imaging Services provides health care customers with an automated, fully integrated, scanning, OCR, data verification and enhancement and workflow management that enables a truly paper-less environment. We interface with all claim systems, scanning all medical and dental claims including red/black HCFAs and red/black UB92s. Claims are processed with and without attachments. Other document types can also be handled based on individual client requirements.

Healthaxis Imaging Services provides Imaging & Data Capture solutions customized to unique customer business needs and processes, including any or all of the following services:

- Mailroom Services
- Imaging/Scanning
- Data Capture (OCR & KFI)
- Data Verification & Enhancement
- Image Storage & Retrieval
- End-to-End Workflow Capability

Key Management and Technical Staff:

Bill Malone - VP of Operations: Bill Malone has been with Healthaxis Imaging Services since October 1996. As the Vice President of Operations he is responsible for the imaging production operations that include mail, scanning/imaging, and data capture processing. This processing is accomplished with over 150 production support personnel in our centers. Bill joined Healthaxis Imaging Services as the Regional Manager of Operations for the Utah data capture production centers. In 1997, he was responsible for opening our mail/scan center in Ephraim, Utah. Bill retired from the U.S. Marine Corps as a Major. Prior to his retirement, he served as the Director of the Marine Corps Financial Management School for two years. He served as a Systems Analysis Review Officer for the Marine Corps logistics/supply and training systems for three years. Also during his military career he served in various financial management and logistics positions. Bill received his BS degree in Analytical Management from the U.S. Naval Academy in 1975 and in 1993 he graduated from the Naval Postgraduate School in Computer Systems Management.

Todd Romanow - Director, Imaging Technical Services: Imaging Technical Services, led by Todd Romanow, is responsible for the smooth transition of clients new to Healthaxis Imaging Services. His team provides customer service, application development, technical support and project management for the

Additional Information

Healthaxis Imaging Services is a wholly owned subsidiary of Healthaxis, Inc. based in Dallas, Texas. Healthaxis' mission is to provide our customers with market leading, innovative and configurable web-based connectivity and application solutions for health benefit distribution and administration. We help health insurance payors, intermediaries and employers improve their service to members, employees and providers with less hassle and at lower cost increasing customer satisfaction, market share and profitability. Values to support this mission include 1) To deliver what we promise, 2) To take ownership and accountability for our results 3) To do the right thing...all the time, 4) To understand that relationships determine results and 5) To team and run to win.

Utah Smart Sites

HealthAxis Imaging Services is a Utah Smart Site Enterprise. The Utah Smart Site Program is an initiative of the Utah Division of Business and Economic Development to encourage the creation of technology-based employment in small communities.

For information, contact Les Prall at (801) 538-8804 or lprall@utah.gov or visit the Utah Smart Site website at <http://smartsites.utah.gov>.

development, technical support and project management for the imaging and data capture service bureau. With Healthaxis since 2000, Todd has lead a number of initiatives designed to improve productivity, quality and customer service. Prior to joining Healthaxis, Todd worked with CUETS (Credit Union Electronic Transaction Services), as the Corporate Project Manager where he was responsible for project planning for key corporate initiatives. Todd also worked at the Crown Life Insurance Company as a Senior Projects and Product Development Analyst. In this position Todd was responsible implementing projects aimed at improved customer service and new products tailored to meet the needs of Pension and Investment clientele. Todd holds an undergraduate degree in Public Administration and has earned a Project Management Professional (PMP) designation from the Project Management Institute.

Rebecca Robertson - Facility Director, Castle Dale

Utah: Hired as a Data Entry Operator in December 1995 and promoted to auditor/trainer in mid-1996. Promoted to Shift Supervisor in late 1996. Assumed the position of Facility Director in October 1997. As the Facility Director, Becky is responsible for all personnel management and production operations to meet the contractual service levels for quality and turnaround time. She is also responsible for coordinating all the Human Resource functions with the corporate staff in Dallas. Becky is also responsible for productivity improvements through our "Best Practices" program.

